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VIA E-MAIL and ECFS

February 14, 2018

William Dever (william.dever@fcc.gov)
Ben Childers (ben.childers@fcc.gov)
Competition Policy Division
Wireline Competition Bureau
Federal Communications Commission
445 12th Street, S.W.
Washington, DC 20554

**Re: CenturyLink QC 4th Quarter 2017 Special Access Metrics Report No. 1
WC Docket No. 05-333 (via ECFS)**

Dear Mr. Dever, Mr. Childers,

Pursuant to the Federal Communications Commission's *Memorandum Opinion and Order* (*MO&O*) released March 9, 2007 in WC Docket No. 05-333, 22 FCC Rcd 5207, CenturyLink QC¹ files its Special Access Metrics Report for the Fourth Quarter of 2017. This Report No. 1 includes all of the metrics required in the *MO&O* with the exception of the New Installation Trouble Report Rate which, as ordered, will be filed as Report No. 2 up to fifteen days later. As set forth in the *MO&O*, the metrics are "[due] to the Commission by the 45th day after the end of the quarter with the exception of the New Installation Trouble Report Rate, which will be provided by the 60th day after the end of the quarter."²

If you have questions regarding this report, please contact me at 206-346-9428 or at Glenda.weibel@centurylink.com.

Sincerely,

/s/Glenda R. Weibel

Attachment

¹ Qwest Corporation (or QC), the local exchange carrier, does business as CenturyLink QC. CenturyLink, Inc. owns CenturyLink QC and other affiliates.

² *MO&O*, 22 FCC Rcd at 5241 ¶ 65.

Qwest 272 Sunset Special Access Measurements
DECEMBER 2017

| | | | | OCTOBER 2017 | | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|--|
| State | Metric | Metric Name | Product | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity | |
| AZ | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 17 | 94.12% | 29 | 100.00% | -0.8 | |
| AZ | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 319 | 98.43% | 171 | 96.49% | -1.51 | |
| AZ | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 27 | 100.00% | 5 | 100.00% | . | |
| AZ | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 3 | 66.67% | | | . | |
| AZ | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 205 | 92.20% | 53 | 75.47% | -2.72 | |
| AZ | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 8 | 75.00% | 3 | 66.67% | -1.17 | |
| AZ | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 526 | 0.95% | 75 | 4.00% | -2.31 | |
| AZ | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 17058 | 2.39% | 9894 | 1.55% | 1.85 | |
| AZ | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 1618 | 0.19% | 1384 | 0.22% | -1.12 | |
| AZ | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 5 | 8:41 | 3 | 7:10 | -1.05 | |
| AZ | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 408 | 3:22 | 153 | 4:20 | -2.41 | |
| AZ | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 3 | 0:57 | 3 | 1:46 | -1.46 | |
| CO | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 16 | 100.00% | 8 | 100.00% | . | |
| CO | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 298 | 99.33% | 207 | 98.07% | -1.64 | |
| CO | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 22 | 95.45% | 9 | 77.78% | -1.92 | |
| CO | PIAM | Percent Installation Appointments Met | Special Access - DS0 | | | | | | |
| CO | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 127 | 88.98% | 95 | 82.11% | -1.89 | |
| CO | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 7 | 85.71% | 2 | 100.00% | -1.46 | |
| CO | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 650 | 0.62% | 105 | 0.00% | -1.07 | |
| CO | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 16987 | 1.26% | 10200 | 1.25% | -0.98 | |
| CO | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 1724 | 0.87% | 1463 | 0.34% | 0.14 | |
| CO | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 4 | 4:30 | | | . | |
| CO | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 214 | 4:04 | 128 | 3:43 | -0.55 | |
| CO | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 15 | 10:13 | 5 | 14:56 | -1.2 | |
| IA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 10 | 100.00% | 2 | 100.00% | . | |
| IA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 177 | 96.61% | 82 | 98.78% | -0.73 | |
| IA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 11 | 90.91% | 6 | 100.00% | -1.23 | |
| IA | PIAM | Percent Installation Appointments Met | Special Access - DS0 | | | | | | |
| IA | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 70 | 85.71% | 35 | 80.00% | -1.46 | |
| IA | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 3 | 66.67% | 2 | 100.00% | -1.15 | |

The 'Parity' column indicates statistical significance of the differences in results (at the 95% confidence level). Negative Parity numbers indicate 'parity.' The more negative, the greater the confidence that random variation explains the difference.

Qwest 272 Sunset Special Access Measurements
DECEMBER 2017

| | | | | OCTOBER 2017 | | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|--|
| State | Metric | Metric Name | Product | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity | |
| IA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 536 | 0.93% | 34 | 5.88% | -2.54 | |
| IA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 10000 | 1.25% | 5248 | 1.37% | -1.39 | |
| IA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 1007 | 0.40% | 928 | 0.43% | -1.07 | |
| IA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 5 | 5:24 | 2 | 8:05 | -1.27 | |
| IA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 125 | 4:19 | 72 | 4:41 | -1.24 | |
| IA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 4 | 1:52 | 4 | 4:42 | -2.22 | |
| ID | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 7 | 100.00% | | | . | |
| ID | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 84 | 100.00% | 43 | 95.35% | -2.21 | |
| ID | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 4 | 100.00% | | | . | |
| ID | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 22 | 86.36% | 15 | 80.00% | -1.31 | |
| ID | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 1 | 0.00% | | | . | |
| ID | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 150 | 2.00% | 5 | 0.00% | -1.8 | |
| ID | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 3422 | 1.37% | 3119 | 1.19% | -0.59 | |
| ID | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 411 | 0.24% | 340 | 0.00% | -1.07 | |
| ID | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 3 | 2:55 | | | . | |
| ID | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 47 | 4:14 | 37 | 10:04 | -2.35 | |
| ID | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 1 | 0:07 | | | . | |
| MN | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 26 | 100.00% | 10 | 100.00% | . | |
| MN | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 248 | 98.79% | 167 | 100.00% | -0.6 | |
| MN | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 26 | 100.00% | 17 | 94.12% | -1.76 | |
| MN | PIAM | Percent Installation Appointments Met | Special Access - DS0 | | | | | | |
| MN | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 140 | 92.14% | 40 | 95.00% | -0.87 | |
| MN | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 5 | 80.00% | 3 | 100.00% | -1.19 | |
| MN | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 1192 | 0.42% | 189 | 2.65% | -3.04 | |
| MN | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 14594 | 1.08% | 6833 | 0.88% | -0.15 | |
| MN | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 1573 | 0.70% | 989 | 0.30% | -0.2 | |
| MN | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 5 | 4:38 | 5 | 4:00 | -0.49 | |
| MN | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 158 | 3:00 | 60 | 3:10 | -1.27 | |
| MN | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 11 | 5:26 | 3 | 4:24 | -1.05 | |
| MT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 6 | 100.00% | 4 | 100.00% | . | |

The 'Parity' column indicates statistical significance of the differences in results (at the 95% confidence level). Negative Parity numbers indicate 'parity.' The more negative, the greater the confidence that random variation explains the difference.

Qwest 272 Sunset Special Access Measurements
DECEMBER 2017

| | | | | OCTOBER 2017 | | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|--|
| State | Metric | Metric Name | Product | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity | |
| MT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 76 | 97.37% | 27 | 96.30% | -1.17 | |
| MT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 3 | 100.00% | | | . | |
| MT | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 25 | 92.00% | 34 | 55.88% | -2.84 | |
| MT | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 3 | 100.00% | 1 | 0.00% | -2.22 | |
| MT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 218 | 0.46% | 18 | 0.00% | -1.87 | |
| MT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 3676 | 1.12% | 2187 | 1.05% | -0.86 | |
| MT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 409 | 0.24% | 343 | 0.00% | -1.07 | |
| MT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 1 | 6:17 | | | . | |
| MT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 41 | 3:36 | 23 | 4:26 | -1.4 | |
| MT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 1 | 86:17 | | | . | |
| ND | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 6 | 100.00% | 1 | 100.00% | . | |
| ND | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 54 | 100.00% | 30 | 96.67% | -1.82 | |
| ND | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 3 | 100.00% | 8 | 75.00% | -1.58 | |
| ND | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 1 | 100.00% | | | . | |
| ND | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 8 | 62.50% | 11 | 81.82% | -0.74 | |
| ND | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | | | 2 | 0.00% | . | |
| ND | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 262 | 0.38% | 39 | 5.13% | -2.69 | |
| ND | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 2832 | 1.02% | 1529 | 1.18% | -1.28 | |
| ND | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 281 | 0.36% | 238 | 0.42% | -1.07 | |
| ND | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 1 | 9:26 | 2 | 98:00 | -2.14 | |
| ND | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 29 | 24:15 | 18 | 7:31 | -0.56 | |
| ND | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 1 | 0:51 | 1 | 0:20 | . | |
| NE | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 11 | 100.00% | | | . | |
| NE | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 83 | 98.80% | 38 | 100.00% | -1.29 | |
| NE | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 7 | 71.43% | 18 | 88.89% | -0.69 | |
| NE | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 27 | 88.89% | 8 | 50.00% | -2.47 | |
| NE | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 2 | 50.00% | | | . | |
| NE | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 409 | 1.47% | 97 | 0.00% | -0.64 | |
| NE | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 5464 | 1.67% | 2479 | 0.77% | 0.93 | |
| NE | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 516 | 0.00% | 440 | 0.68% | -2.14 | |

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Qwest 272 Sunset Special Access Measurements
DECEMBER 2017

| | | | | OCTOBER 2017 | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
| State | Metric | Metric Name | Product | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| NE | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 6 | 39:52 | | | . |
| NE | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 91 | 6:33 | 19 | 7:31 | -1.31 |
| NE | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | | | 3 | 1:28 | . |
| NM | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 23 | 95.65% | 2 | 100.00% | -1.85 |
| NM | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 148 | 98.65% | 55 | 96.36% | -1.63 |
| NM | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 9 | 88.89% | 3 | 100.00% | -1.41 |
| NM | PIAM | Percent Installation Appointments Met | Special Access - DS0 | | | | | |
| NM | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 49 | 91.84% | 17 | 82.35% | -1.67 |
| NM | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 1 | 100.00% | | | . |
| NM | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 236 | 0.85% | 22 | 4.55% | -1.94 |
| NM | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 5080 | 3.07% | 3519 | 2.67% | -0.34 |
| NM | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 614 | 0.98% | 626 | 0.16% | 0.17 |
| NM | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 2 | 34:32 | 1 | 11:11 | -1.05 |
| NM | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 156 | 3:17 | 94 | 4:31 | -2.45 |
| NM | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 6 | 3:16 | 1 | 2:26 | -1.11 |
| OR | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 25 | 100.00% | 2 | 100.00% | . |
| OR | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 115 | 95.65% | 61 | 100.00% | -0.27 |
| OR | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 11 | 100.00% | 8 | 100.00% | . |
| OR | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 89 | 87.64% | 26 | 61.54% | -2.84 |
| OR | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 7 | 85.71% | 3 | 100.00% | -1.32 |
| OR | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 587 | 0.34% | 13 | 0.00% | -2.04 |
| OR | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 8691 | 0.96% | 4389 | 1.00% | -1.16 |
| OR | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 1005 | 0.80% | 912 | 0.11% | 0.33 |
| OR | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 2 | 20:16 | | | . |
| OR | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 83 | 4:08 | 44 | 2:40 | 0.53 |
| OR | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 8 | 2:02 | 1 | 3:40 | -4.27 |
| SD | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 14 | 100.00% | 3 | 100.00% | . |
| SD | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 42 | 100.00% | 26 | 100.00% | . |
| SD | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 5 | 60.00% | 2 | 100.00% | -0.96 |
| SD | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 2 | 100.00% | | | . |

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Qwest 272 Sunset Special Access Measurements
DECEMBER 2017

| | | | | OCTOBER 2017 | | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|--|
| State | Metric | Metric Name | Product | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity | |
| SD | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 8 | 62.50% | 2 | 0.00% | -1.96 | |
| SD | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | | | | | | |
| SD | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 175 | 1.71% | 32 | 0.00% | -1.16 | |
| SD | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 2373 | 1.10% | 1138 | 0.79% | -0.48 | |
| SD | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 238 | 0.00% | 180 | 0.00% | . | |
| SD | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 3 | 3:51 | | | . | |
| SD | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 26 | 3:37 | 9 | 4:48 | -1.36 | |
| SD | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | | | | | | |
| UT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 2 | 100.00% | 2 | 100.00% | . | |
| UT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 109 | 97.25% | 84 | 98.81% | -0.87 | |
| UT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 10 | 100.00% | 34 | 100.00% | . | |
| UT | PIAM | Percent Installation Appointments Met | Special Access - DS0 | | | | | | |
| UT | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 87 | 81.61% | 10 | 50.00% | -2.4 | |
| UT | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 4 | 100.00% | | | . | |
| UT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 251 | 0.00% | 14 | 0.00% | . | |
| UT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 7618 | 1.21% | 3316 | 0.63% | 0.66 | |
| UT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 858 | 0.70% | 613 | 0.16% | -0.1 | |
| UT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | | | | | | |
| UT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 92 | 4:13 | 21 | 3:32 | -0.9 | |
| UT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 6 | 1:23 | 1 | 0:16 | -1.1 | |
| WA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 20 | 100.00% | 4 | 100.00% | . | |
| WA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 185 | 98.92% | 131 | 98.47% | -1.17 | |
| WA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 20 | 90.00% | 50 | 100.00% | -0.14 | |
| WA | PIAM | Percent Installation Appointments Met | Special Access - DS0 | | | | | | |
| WA | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 55 | 85.45% | 35 | 94.29% | -0.42 | |
| WA | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 1 | 100.00% | 4 | 50.00% | -1.55 | |
| WA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 675 | 0.00% | 193 | 1.04% | -2.61 | |
| WA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 13857 | 0.95% | 6656 | 1.02% | -1.32 | |
| WA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 1443 | 0.42% | 1112 | 0.99% | -2.07 | |
| WA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | | | 2 | 8:50 | . | |

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Qwest 272 Sunset Special Access Measurements
DECEMBER 2017

| | | | | OCTOBER 2017 | | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|--|
| State | Metric | Metric Name | Product | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity | |
| WA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 131 | 3:21 | 68 | 3:48 | -1.55 | |
| WA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 6 | 2:56 | 11 | 4:52 | -1.53 | |
| WY | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 2 | 100.00% | 2 | 100.00% | . | |
| WY | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 21 | 95.24% | 25 | 100.00% | -0.93 | |
| WY | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 3 | 66.67% | 1 | 100.00% | -1.41 | |
| WY | PIAM | Percent Installation Appointments Met | Special Access - DS0 | | | 1 | 0.00% | . | |
| WY | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 6 | 83.33% | 13 | 84.62% | -1.33 | |
| WY | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 3 | 100.00% | | | . | |
| WY | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 137 | 0.00% | 30 | 3.33% | -2.3 | |
| WY | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 2238 | 0.76% | 1550 | 0.32% | 0.06 | |
| WY | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 223 | 0.00% | 162 | 0.00% | . | |
| WY | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | | | 1 | 0:42 | . | |
| WY | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 17 | 3:56 | 5 | 2:15 | -0.78 | |

The 'Parity' column indicates statistical significance of the differences in results (at the 95% confidence level). Negative Parity numbers indicate 'parity.' The more negative, the greater the confidence that random variation explains the difference.

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| | | | | NOVEMBER 2017 | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
| State | Metric | Metric Name | Product | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| AZ | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 19 | 100.00% | 13 | 92.31% | -1.75 |
| AZ | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 346 | 97.98% | 151 | 99.34% | -0.75 |
| AZ | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 29 | 75.86% | 9 | 88.89% | -0.81 |
| AZ | PIAM | Percent Installation Appointments Met | Special Access - DS0 | | | | | |
| AZ | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 115 | 82.61% | 54 | 68.52% | -2.26 |
| AZ | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 6 | 50.00% | 1 | 100.00% | -1.11 |
| AZ | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 506 | 0.40% | 76 | 1.32% | -1.64 |
| AZ | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 16879 | 1.91% | 10794 | 1.44% | 0.81 |
| AZ | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 1589 | 0.25% | 1548 | 0.39% | -1.41 |
| AZ | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 2 | 7:05 | 1 | 1:14 | -1.4 |
| AZ | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 323 | 3:32 | 155 | 4:11 | -2.23 |
| AZ | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 4 | 2:29 | 6 | 1:59 | -0.8 |
| CO | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 15 | 100.00% | 8 | 100.00% | . |
| CO | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 318 | 99.37% | 234 | 97.44% | -1.7 |
| CO | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 12 | 100.00% | 8 | 100.00% | . |
| CO | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 2 | 100.00% | | | . |
| CO | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 114 | 82.46% | 78 | 75.64% | -1.7 |
| CO | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 4 | 75.00% | 5 | 100.00% | -0.92 |
| CO | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 647 | 0.15% | 107 | 2.80% | -3.12 |
| CO | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 16843 | 0.74% | 11563 | 0.93% | -2.07 |
| CO | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 1702 | 0.82% | 1715 | 0.41% | -0.06 |
| CO | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 1 | 0:08 | 3 | 9:16 | -1.81 |
| CO | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 125 | 3:13 | 108 | 3:39 | -1.62 |
| CO | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 14 | 2:54 | 7 | 19:57 | -1.76 |
| IA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 4 | 100.00% | | | . |
| IA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 146 | 94.52% | 73 | 94.52% | -1 |
| IA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 14 | 100.00% | 18 | 100.00% | . |
| IA | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 1 | 100.00% | | | . |
| IA | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 40 | 70.00% | 36 | 66.67% | -1.19 |
| IA | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 1 | 0.00% | | | . |

The 'Parity' column indicates statistical significance of the differences in results (at the 95% confidence level). Negative Parity numbers indicate 'parity.' The more negative, the greater the confidence that random variation explains the difference.

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| State | Metric | Metric Name | Product | NOVEMBER 2017 | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
| | | | | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| IA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 532 | 0.19% | 35 | 0.00% | -1.94 |
| IA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 9866 | 0.86% | 5519 | 0.76% | -0.6 |
| IA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 998 | 0.30% | 969 | 0.21% | -0.75 |
| IA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 1 | 31:01 | | | . |
| IA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 85 | 4:25 | 42 | 3:16 | -0.46 |
| IA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 3 | 0:44 | 2 | 1:10 | -1.43 |
| ID | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 2 | 100.00% | 4 | 100.00% | . |
| ID | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 69 | 98.55% | 48 | 100.00% | -1.14 |
| ID | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 6 | 33.33% | 2 | 100.00% | -0.52 |
| ID | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 34 | 97.06% | 13 | 61.54% | -2.98 |
| ID | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 4 | 0.00% | 1 | 100.00% | -0.49 |
| ID | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 148 | 2.03% | 6 | 0.00% | -1.74 |
| ID | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 3414 | 1.58% | 3466 | 1.04% | 0.21 |
| ID | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 410 | 0.24% | 384 | 0.26% | -1.03 |
| ID | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 3 | 3:46 | | | . |
| ID | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 54 | 3:19 | 36 | 3:36 | -1.21 |
| ID | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 1 | 0:30 | 1 | 0:40 | . |
| MN | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 4 | 100.00% | 9 | 100.00% | . |
| MN | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 219 | 97.26% | 136 | 91.91% | -2.15 |
| MN | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 12 | 100.00% | 9 | 100.00% | . |
| MN | PIAM | Percent Installation Appointments Met | Special Access - DS0 | | | | | |
| MN | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 80 | 82.50% | 36 | 88.89% | -0.65 |
| MN | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | | | | | |
| MN | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 1178 | 0.59% | 187 | 1.07% | -1.45 |
| MN | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 14437 | 0.77% | 7918 | 0.91% | -1.68 |
| MN | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 1568 | 0.45% | 1125 | 0.36% | -0.78 |
| MN | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 7 | 3:04 | 2 | 11:38 | -1.62 |
| MN | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 111 | 2:43 | 72 | 5:37 | -3.29 |
| MN | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 7 | 3:21 | 4 | 4:10 | -1.4 |
| MT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 8 | 100.00% | | | . |

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| | | | | NOVEMBER 2017 | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
| State | Metric | Metric Name | Product | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| MT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 51 | 98.04% | 33 | 96.97% | -1.19 |
| MT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 5 | 80.00% | 1 | 100.00% | -1.59 |
| MT | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 32 | 90.63% | 12 | 75.00% | -1.82 |
| MT | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 1 | 100.00% | 1 | 0.00% | -1.86 |
| MT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 217 | 0.00% | 23 | 0.00% | . |
| MT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 3677 | 0.84% | 2350 | 0.60% | -0.34 |
| MT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 408 | 0.00% | 354 | 0.00% | . |
| MT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | | | | | |
| MT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 31 | 5:28 | 14 | 4:08 | -0.84 |
| MT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | | | | | |
| ND | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 3 | 100.00% | 3 | 100.00% | . |
| ND | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 43 | 93.02% | 36 | 100.00% | -0.39 |
| ND | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 5 | 80.00% | 4 | 100.00% | -1.08 |
| ND | PIAM | Percent Installation Appointments Met | Special Access - DS0 | | | | | |
| ND | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 15 | 80.00% | 16 | 87.50% | -0.95 |
| ND | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 2 | 100.00% | 3 | 100.00% | . |
| ND | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 259 | 0.77% | 38 | 0.00% | -1.43 |
| ND | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 2798 | 1.04% | 1567 | 1.21% | -1.33 |
| ND | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 275 | 0.36% | 245 | 0.00% | -1.04 |
| ND | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 2 | 5:25 | | | . |
| ND | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 29 | 2:34 | 19 | 10:10 | -2.4 |
| ND | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 1 | 3:27 | | | . |
| NE | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | | | 2 | 100.00% | . |
| NE | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 91 | 93.41% | 28 | 100.00% | -0.47 |
| NE | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 1 | 100.00% | 18 | 94.44% | -1.15 |
| NE | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 47 | 78.72% | 9 | 55.56% | -1.89 |
| NE | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | | | | | |
| NE | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 408 | 0.74% | 97 | 9.28% | -4.02 |
| NE | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 5408 | 0.91% | 2651 | 0.49% | 0.22 |
| NE | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 514 | 0.19% | 436 | 1.15% | -2.12 |

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| | | | | NOVEMBER 2017 | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
| State | Metric | Metric Name | Product | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| NE | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 3 | 104:05 | 9 | 19:31 | -0.56 |
| NE | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 49 | 4:00 | 13 | 3:19 | -0.92 |
| NE | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 1 | 2:35 | 5 | 2:54 | -1.18 |
| NM | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 6 | 100.00% | 4 | 100.00% | . |
| NM | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 114 | 96.49% | 56 | 100.00% | -0.49 |
| NM | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 8 | 100.00% | 6 | 83.33% | -1.73 |
| NM | PIAM | Percent Installation Appointments Met | Special Access - DS0 | | | | | |
| NM | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 37 | 86.49% | 17 | 82.35% | -1.24 |
| NM | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | | | | | |
| NM | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 225 | 0.00% | 19 | 0.00% | . |
| NM | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 5041 | 2.24% | 4027 | 1.19% | 1.29 |
| NM | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 614 | 0.81% | 700 | 0.14% | 0.1 |
| NM | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | | | | | |
| NM | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 113 | 2:42 | 48 | 3:39 | -2.01 |
| NM | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 5 | 2:40 | 1 | 2:52 | -1.23 |
| OR | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 4 | 100.00% | 3 | 100.00% | . |
| OR | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 230 | 98.70% | 79 | 94.94% | -1.97 |
| OR | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 8 | 87.50% | 13 | 100.00% | -0.82 |
| OR | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 58 | 87.93% | 24 | 87.50% | -1.03 |
| OR | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 3 | 100.00% | 3 | 100.00% | . |
| OR | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 577 | 0.69% | 14 | 0.00% | -1.81 |
| OR | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 8597 | 1.02% | 4945 | 0.99% | -0.89 |
| OR | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 984 | 0.61% | 978 | 0.51% | -0.82 |
| OR | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 4 | 2:40 | | | . |
| OR | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 88 | 3:26 | 49 | 4:26 | -2.16 |
| OR | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 6 | 3:08 | 5 | 1:41 | 0.37 |
| SD | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 8 | 100.00% | 2 | 100.00% | . |
| SD | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 35 | 97.14% | 25 | 96.00% | -1.15 |
| SD | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 4 | 75.00% | 4 | 75.00% | -1 |
| SD | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 1 | 0.00% | | | . |

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| State | Metric | Metric Name | Product | NOVEMBER 2017 | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
| | | | | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| SD | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 7 | 71.43% | 13 | 76.92% | -1.14 |
| SD | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | | | 1 | 100.00% | . |
| SD | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 177 | 1.13% | 32 | 0.00% | -1.35 |
| SD | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 2347 | 0.26% | 1210 | 0.99% | -2.78 |
| SD | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 236 | 0.42% | 190 | 0.00% | -1.08 |
| SD | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 2 | 61:41 | | | . |
| SD | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 6 | 22:34 | 12 | 3:37 | 0.02 |
| SD | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 1 | 1:39 | | | . |
| UT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 8 | 100.00% | 5 | 80.00% | -1.8 |
| UT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 176 | 96.59% | 53 | 94.34% | -1.37 |
| UT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 26 | 92.31% | 7 | 100.00% | -1.18 |
| UT | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 2 | 100.00% | | | . |
| UT | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 40 | 57.50% | 21 | 85.71% | 0.21 |
| UT | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 5 | 100.00% | 2 | 100.00% | . |
| UT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 250 | 0.40% | 15 | 0.00% | -1.96 |
| UT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 7548 | 1.22% | 3648 | 0.82% | 0.15 |
| UT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 855 | 0.47% | 648 | 0.46% | -0.99 |
| UT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 1 | 6:45 | | | . |
| UT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 92 | 4:27 | 30 | 4:18 | -0.94 |
| UT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 4 | 3:27 | 3 | 2:07 | -0.2 |
| WA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 6 | 100.00% | 3 | 100.00% | . |
| WA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 280 | 97.50% | 96 | 98.96% | -0.81 |
| WA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 14 | 92.86% | 17 | 100.00% | -0.93 |
| WA | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 1 | 100.00% | | | . |
| WA | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 52 | 80.77% | 39 | 97.44% | 0.33 |
| WA | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 1 | 100.00% | 4 | 100.00% | . |
| WA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 658 | 0.30% | 201 | 1.00% | -1.77 |
| WA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 13684 | 1.20% | 7740 | 1.58% | -2.41 |
| WA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 1436 | 0.42% | 1223 | 0.65% | -1.51 |
| WA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 2 | 5:00 | 2 | 3:34 | -0.8 |

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| | | | | NOVEMBER 2017 | | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|--|
| State | Metric | Metric Name | Product | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity | |
| WA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 164 | 3:43 | 122 | 4:48 | -1.99 | |
| WA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 6 | 1:09 | 8 | 2:43 | -2.38 | |
| WY | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 3 | 100.00% | 1 | 100.00% | . | |
| WY | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 26 | 80.77% | 24 | 100.00% | 0.13 | |
| WY | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 1 | 100.00% | 1 | 100.00% | . | |
| WY | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 2 | 50.00% | 1 | 100.00% | -1.26 | |
| WY | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 9 | 66.67% | 17 | 100.00% | 0.12 | |
| WY | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | | | | | | |
| WY | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 139 | 0.72% | 32 | 0.00% | -1.54 | |
| WY | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 2225 | 0.81% | 1656 | 0.48% | -0.25 | |
| WY | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 223 | 0.00% | 170 | 0.00% | . | |
| WY | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 1 | 1:30 | | | . | |
| WY | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 18 | 4:06 | 8 | 4:19 | -1.08 | |

The 'Parity' column indicates statistical significance of the differences in results (at the 95% confidence level). Negative Parity numbers indicate 'parity.' The more negative, the greater the confidence that random variation explains the difference.

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| | | | | DECEMBER 2017 | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
| State | Metric | Metric Name | Product | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| AZ | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 5 | 100.00% | 16 | 100.00% | . |
| AZ | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 275 | 97.82% | 130 | 98.46% | -1 |
| AZ | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 32 | 93.75% | 7 | 85.71% | -1.44 |
| AZ | PIAM | Percent Installation Appointments Met | Special Access - DS0 | | | | | |
| AZ | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 94 | 76.60% | 53 | 84.91% | -0.4 |
| AZ | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 3 | 66.67% | 2 | 100.00% | -1.15 |
| AZ | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 495 | 1.41% | 75 | 1.33% | -1.35 |
| AZ | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 16561 | 1.77% | 10719 | 1.38% | 0.51 |
| AZ | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 1560 | 0.13% | 1540 | 0.32% | -1.7 |
| AZ | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 7 | 4:27 | 1 | 29:02 | -11.14 |
| AZ | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 293 | 3:11 | 148 | 4:39 | -2.19 |
| AZ | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 2 | 3:21 | 5 | 1:45 | -0.77 |
| CO | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 6 | 83.33% | 1 | 100.00% | -1.65 |
| CO | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 219 | 97.72% | 175 | 98.29% | -0.99 |
| CO | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 30 | 100.00% | 6 | 83.33% | -2.38 |
| CO | PIAM | Percent Installation Appointments Met | Special Access - DS0 | | | | | |
| CO | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 92 | 76.09% | 49 | 89.80% | 0.09 |
| CO | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 2 | 100.00% | 5 | 60.00% | -1.64 |
| CO | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 642 | 0.62% | 106 | 0.94% | -1.23 |
| CO | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 16597 | 0.80% | 11457 | 0.49% | 0.91 |
| CO | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 1678 | 0.72% | 1711 | 0.70% | -0.97 |
| CO | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 4 | 8:47 | 1 | 7:22 | -0.97 |
| CO | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 133 | 2:42 | 56 | 4:11 | -2.33 |
| CO | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 12 | 2:20 | 12 | 2:41 | -1.22 |
| IA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 6 | 100.00% | 1 | 100.00% | . |
| IA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 90 | 98.89% | 65 | 98.46% | -1.14 |
| IA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 14 | 100.00% | 6 | 83.33% | -1.95 |
| IA | PIAM | Percent Installation Appointments Met | Special Access - DS0 | | | | | |
| IA | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 19 | 89.47% | 17 | 82.35% | -1.37 |
| IA | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 4 | 50.00% | 2 | 50.00% | -1 |

The 'Parity' column indicates statistical significance of the differences in results (at the 95% confidence level). Negative Parity numbers indicate 'parity.' The more negative, the greater the confidence that random variation explains the difference.

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| | | | | DECEMBER 2017 | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
| State | Metric | Metric Name | Product | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| IA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 528 | 0.00% | 35 | 0.00% | . |
| IA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 9715 | 0.77% | 5498 | 0.87% | -1.41 |
| IA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 995 | 0.10% | 956 | 0.31% | -1.63 |
| IA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | | | | | |
| IA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 75 | 4:17 | 48 | 2:58 | -0.15 |
| IA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 1 | 2:22 | 3 | 2:11 | -1.24 |
| ID | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | | | 4 | 75.00% | . |
| ID | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 32 | 93.75% | 57 | 100.00% | -0.31 |
| ID | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 12 | 83.33% | 4 | 100.00% | -1.08 |
| ID | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 12 | 41.67% | 16 | 81.25% | 0.07 |
| ID | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | | | | | |
| ID | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 148 | 0.68% | 6 | 0.00% | -2.07 |
| ID | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 3384 | 1.18% | 3448 | 0.73% | 0.18 |
| ID | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 407 | 0.25% | 384 | 0.26% | -1.03 |
| ID | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 1 | 3:22 | | | . |
| ID | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 40 | 3:41 | 25 | 5:51 | -1.74 |
| ID | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 1 | 2:32 | 1 | 5:28 | . |
| MN | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 6 | 100.00% | 6 | 100.00% | . |
| MN | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 180 | 94.44% | 72 | 95.83% | -0.95 |
| MN | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 25 | 96.00% | 12 | 100.00% | -1.28 |
| MN | PIAM | Percent Installation Appointments Met | Special Access - DS0 | | | 1 | 100.00% | . |
| MN | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 75 | 98.67% | 20 | 70.00% | -3.65 |
| MN | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 5 | 60.00% | 5 | 60.00% | -1 |
| MN | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 1167 | 0.86% | 188 | 4.26% | -3.3 |
| MN | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 14258 | 0.71% | 7810 | 0.73% | -1.11 |
| MN | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 1560 | 0.32% | 1124 | 0.44% | -1.32 |
| MN | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 10 | 2:37 | 8 | 14:45 | -2.39 |
| MN | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 101 | 3:40 | 57 | 7:03 | -2.66 |
| MN | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 5 | 3:19 | 5 | 5:09 | -1.57 |
| MT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 1 | 100.00% | 1 | 100.00% | . |

The 'Parity' column indicates statistical significance of the differences in results (at the 95% confidence level). Negative Parity numbers indicate 'parity.' The more negative, the greater the confidence that random variation explains the difference.

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| | | | | DECEMBER 2017 | | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|--|
| State | Metric | Metric Name | Product | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity | |
| MT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 57 | 92.98% | 35 | 100.00% | -0.35 | |
| MT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 3 | 66.67% | 2 | 100.00% | -1.15 | |
| MT | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 19 | 73.68% | 18 | 61.11% | -1.5 | |
| MT | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 1 | 100.00% | | | . | |
| MT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 216 | 0.00% | 23 | 0.00% | . | |
| MT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 3654 | 0.85% | 2357 | 0.51% | -0.07 | |
| MT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 406 | 0.00% | 354 | 0.00% | . | |
| MT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | | | | | | |
| MT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 31 | 3:27 | 12 | 7:52 | -2.21 | |
| MT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | | | | | | |
| ND | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | | | | | | |
| ND | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 25 | 80.00% | 23 | 91.30% | -0.58 | |
| ND | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 1 | 100.00% | 4 | 75.00% | -1.34 | |
| ND | PIAM | Percent Installation Appointments Met | Special Access - DS0 | | | | | | |
| ND | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 12 | 33.33% | 6 | 83.33% | -0.08 | |
| ND | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | | | | | | |
| ND | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 257 | 0.39% | 38 | 0.00% | -1.69 | |
| ND | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 2788 | 0.97% | 1562 | 0.77% | -0.59 | |
| ND | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 273 | 0.00% | 232 | 0.86% | -1.93 | |
| ND | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 1 | 9:10 | | | . | |
| ND | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 27 | 42:28 | 12 | 6:38 | -0.79 | |
| ND | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | | | 2 | 2:09 | . | |
| NE | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 4 | 100.00% | | | . | |
| NE | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 43 | 100.00% | 26 | 96.15% | -1.79 | |
| NE | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 7 | 85.71% | 29 | 100.00% | -0.48 | |
| NE | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 25 | 76.00% | 13 | 46.15% | -2.12 | |
| NE | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | | | 3 | 0.00% | . | |
| NE | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 396 | 0.76% | 97 | 0.00% | -1.03 | |
| NE | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 5368 | 0.45% | 2649 | 0.38% | -0.73 | |
| NE | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 506 | 0.20% | 428 | 0.00% | -1.06 | |

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| | | | | DECEMBER 2017 | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
| State | Metric | Metric Name | Product | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| NE | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 3 | 9:46 | | | . |
| NE | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 24 | 6:34 | 10 | 4:02 | -0.69 |
| NE | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 1 | 3:08 | | | . |
| NM | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 11 | 100.00% | | | . |
| NM | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 76 | 94.74% | 45 | 97.78% | -0.82 |
| NM | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 11 | 100.00% | 4 | 100.00% | . |
| NM | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 1 | 100.00% | | | . |
| NM | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 27 | 85.19% | 23 | 91.30% | -0.87 |
| NM | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 2 | 100.00% | 1 | 100.00% | . |
| NM | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 219 | 0.46% | 19 | 0.00% | -1.85 |
| NM | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 4937 | 1.56% | 3984 | 1.41% | -0.64 |
| NM | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 612 | 0.16% | 696 | 0.43% | -1.53 |
| NM | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 1 | 1:33 | | | . |
| NM | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 77 | 2:30 | 56 | 3:06 | -1.9 |
| NM | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 1 | 9:40 | 3 | 4:28 | -0.75 |
| OR | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 3 | 100.00% | 3 | 100.00% | . |
| OR | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 120 | 100.00% | 75 | 93.33% | -2.74 |
| OR | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 18 | 100.00% | 9 | 88.89% | -1.88 |
| OR | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 65 | 84.62% | 37 | 86.49% | -1.03 |
| OR | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 2 | 100.00% | 1 | 100.00% | . |
| OR | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 567 | 0.35% | 14 | 0.00% | -2.01 |
| OR | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 8550 | 0.76% | 4934 | 0.77% | -1.04 |
| OR | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 963 | 0.31% | 969 | 0.72% | -1.77 |
| OR | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 2 | 11:04 | | | . |
| OR | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 65 | 2:49 | 38 | 3:27 | -1.78 |
| OR | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 3 | 1:37 | 7 | 2:22 | -1.52 |
| SD | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | | | | | |
| SD | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 23 | 91.30% | 54 | 100.00% | -0.17 |
| SD | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 5 | 100.00% | 9 | 77.78% | -1.69 |
| SD | PIAM | Percent Installation Appointments Met | Special Access - DS0 | | | | | |

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| | | | | DECEMBER 2017 | | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|--|
| State | Metric | Metric Name | Product | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity | |
| SD | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 12 | 91.67% | 5 | 80.00% | -1.41 | |
| SD | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | | | 2 | 0.00% | . | |
| SD | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 175 | 1.14% | 32 | 0.00% | -1.34 | |
| SD | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 2306 | 0.61% | 1220 | 0.57% | -0.93 | |
| SD | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 234 | 0.00% | 198 | 0.00% | . | |
| SD | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 2 | 113:38 | | | . | |
| SD | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 14 | 6:58 | 7 | 1:32 | 0.2 | |
| SD | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | | | | | | |
| UT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 7 | 100.00% | 12 | 100.00% | . | |
| UT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 168 | 98.21% | 39 | 97.44% | -1.16 | |
| UT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 15 | 100.00% | 1 | 100.00% | . | |
| UT | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 1 | 100.00% | | | . | |
| UT | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 51 | 88.24% | 9 | 88.89% | -1.35 | |
| UT | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 9 | 88.89% | 3 | 100.00% | -1.41 | |
| UT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 247 | 0.40% | 15 | 0.00% | -1.96 | |
| UT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 7478 | 0.80% | 3613 | 0.64% | -0.42 | |
| UT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 850 | 0.24% | 650 | 0.31% | -1.16 | |
| UT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 1 | 2:13 | | | . | |
| UT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 60 | 3:28 | 23 | 4:24 | -1.6 | |
| UT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 2 | 3:37 | 2 | 3:22 | -0.79 | |
| WA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 5 | 80.00% | 5 | 80.00% | -1 | |
| WA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 152 | 100.00% | 99 | 98.99% | -1.62 | |
| WA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 23 | 100.00% | 24 | 100.00% | . | |
| WA | PIAM | Percent Installation Appointments Met | Special Access - DS0 | | | | | | |
| WA | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 52 | 86.54% | 26 | 92.31% | -0.79 | |
| WA | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 2 | 50.00% | 2 | 50.00% | -1 | |
| WA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 641 | 0.16% | 201 | 2.49% | -3.08 | |
| WA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 13529 | 1.10% | 7610 | 0.89% | -0.13 | |
| WA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 1422 | 0.70% | 1220 | 0.25% | 0.02 | |
| WA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 1 | 2:12 | 5 | 17:31 | -2.35 | |

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| | | | | DECEMBER 2017 | | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|--|
| State | Metric | Metric Name | Product | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity | |
| WA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 149 | 4:36 | 68 | 4:40 | -1.05 | |
| WA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 10 | 2:50 | 3 | 3:53 | -1.4 | |
| WY | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 1 | 100.00% | 1 | 100.00% | . | |
| WY | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 31 | 90.32% | 25 | 96.00% | -0.83 | |
| WY | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 3 | 100.00% | | | . | |
| WY | PIAM | Percent Installation Appointments Met | Special Access - DS0 | | | | | | |
| WY | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 14 | 57.14% | 8 | 87.50% | -0.4 | |
| WY | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 1 | 100.00% | 1 | 0.00% | -1.86 | |
| WY | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 138 | 0.00% | 31 | 0.00% | . | |
| WY | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 2216 | 0.63% | 1653 | 0.79% | -1.35 | |
| WY | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 223 | 0.00% | 171 | 0.00% | . | |
| WY | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | | | | | | |
| WY | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 14 | 3:33 | 13 | 4:35 | -1.55 | |

The 'Parity' column indicates statistical significance of the differences in results (at the 95% confidence level). Negative Parity numbers indicate 'parity.' The more negative, the greater the confidence that random variation explains the difference.

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| State | Metric | Metric Name | Product | QTR | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
| | | | | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| AZ | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 41 | 97.56% | 58 | 98.28% | -1.25 |
| AZ | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 940 | 98.09% | 452 | 98.01% | -1.03 |
| AZ | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 88 | 89.77% | 21 | 90.48% | -1.22 |
| AZ | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 3 | 66.67% | | | . |
| AZ | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 414 | 85.99% | 160 | 76.25% | -2.04 |
| AZ | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 17 | 64.71% | 6 | 83.33% | -0.82 |
| AZ | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 509 | 0.98% | 75 | 2.67% | -1.76 |
| AZ | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 16833 | 2.03% | 10469 | 1.45% | 1.11 |
| AZ | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 1589 | 0.19% | 1491 | 0.34% | -1.49 |
| AZ | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 14 | 6:21 | 5 | 10:21 | -1.45 |
| AZ | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 1024 | 3:22 | 456 | 4:23 | -3.07 |
| AZ | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 9 | 2:10 | 14 | 1:51 | -0.76 |
| CO | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 37 | 97.30% | 17 | 100.00% | -1.29 |
| CO | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 835 | 98.92% | 616 | 97.89% | -1.43 |
| CO | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 64 | 98.44% | 23 | 86.96% | -2.37 |
| CO | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 2 | 100.00% | | | . |
| CO | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 333 | 83.18% | 222 | 81.53% | -1.19 |
| CO | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 13 | 84.62% | 12 | 83.33% | -1.05 |
| CO | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 646 | 0.46% | 106 | 0.94% | -1.38 |
| CO | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 16809 | 0.93% | 11073 | 0.88% | -0.7 |
| CO | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 1701 | 0.82% | 1630 | 0.49% | -0.28 |
| CO | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 9 | 5:55 | 4 | 8:48 | -1.34 |
| CO | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 472 | 3:27 | 292 | 3:47 | -1.71 |
| CO | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 41 | 5:25 | 24 | 10:16 | -1.54 |
| IA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 20 | 100.00% | 3 | 100.00% | . |
| IA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 413 | 96.37% | 220 | 97.27% | -0.87 |
| IA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 39 | 97.44% | 30 | 96.67% | -1.11 |
| IA | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 1 | 100.00% | | | . |
| IA | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 129 | 81.40% | 88 | 75.00% | -1.69 |
| IA | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 8 | 50.00% | 4 | 75.00% | -0.88 |

The 'Parity' column indicates statistical significance of the differences in results (at the 95% confidence level). Negative Parity numbers indicate 'parity.' The more negative, the greater the confidence that random variation explains the difference.

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| State | Metric | Metric Name | Product | QTR | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
| | | | | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| IA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 532 | 0.38% | 35 | 2.86% | -2.19 |
| IA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 9860 | 0.96% | 5422 | 1.00% | -1.12 |
| IA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 1000 | 0.30% | 951 | 0.32% | -1.04 |
| IA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 6 | 9:40 | 2 | 8:05 | -0.97 |
| IA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 285 | 4:20 | 162 | 3:48 | -0.4 |
| IA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 8 | 1:30 | 9 | 3:05 | -2.13 |
| ID | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 9 | 100.00% | 8 | 87.50% | -1.66 |
| ID | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 185 | 98.38% | 148 | 98.65% | -1.13 |
| ID | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 22 | 72.73% | 6 | 100.00% | -0.48 |
| ID | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 68 | 83.82% | 44 | 75.00% | -1.7 |
| ID | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 5 | 0.00% | 1 | 100.00% | -0.41 |
| ID | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 149 | 1.34% | 6 | 0.00% | -1.87 |
| ID | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 3407 | 1.38% | 3344 | 0.99% | -0.09 |
| ID | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 409 | 0.24% | 369 | 0.27% | -1.04 |
| ID | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 7 | 3:21 | | | . |
| ID | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 141 | 3:44 | 98 | 6:37 | -2.57 |
| ID | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 3 | 1:03 | 2 | 3:04 | -1.49 |
| MN | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 36 | 100.00% | 25 | 100.00% | . |
| MN | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 647 | 97.06% | 375 | 96.27% | -1.19 |
| MN | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 63 | 98.41% | 38 | 97.37% | -1.22 |
| MN | PIAM | Percent Installation Appointments Met | Special Access - DS0 | | | 1 | 100.00% | . |
| MN | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 295 | 91.19% | 96 | 87.50% | -1.53 |
| MN | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 10 | 70.00% | 8 | 75.00% | -1.18 |
| MN | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 1179 | 0.59% | 188 | 2.66% | -2.71 |
| MN | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 14430 | 0.85% | 7520 | 0.84% | -0.93 |
| MN | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 1567 | 0.51% | 1079 | 0.37% | -0.68 |
| MN | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 22 | 3:13 | 15 | 10:45 | -2.43 |
| MN | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 370 | 3:06 | 189 | 5:16 | -3.63 |
| MN | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 23 | 4:20 | 12 | 4:38 | -1.14 |
| MT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 15 | 100.00% | 5 | 100.00% | . |

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| State | Metric | Metric Name | Product | QTR | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
| | | | | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| MT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 184 | 96.20% | 95 | 97.89% | -0.82 |
| MT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 11 | 81.82% | 3 | 100.00% | -1.16 |
| MT | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 76 | 86.84% | 64 | 60.94% | -3.14 |
| MT | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 5 | 100.00% | 2 | 0.00% | -2.61 |
| MT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 217 | 0.00% | 21 | 0.00% | . |
| MT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 3669 | 0.93% | 2298 | 0.70% | -0.42 |
| MT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 408 | 0.00% | 350 | 0.00% | . |
| MT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 1 | 6:17 | | | . |
| MT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 103 | 4:07 | 49 | 5:11 | -1.64 |
| MT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 1 | 86:17 | | | . |
| ND | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 9 | 100.00% | 4 | 100.00% | . |
| ND | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 122 | 93.44% | 89 | 96.63% | -0.57 |
| ND | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 9 | 88.89% | 16 | 81.25% | -1.3 |
| ND | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 1 | 100.00% | | | . |
| ND | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 35 | 60.00% | 33 | 84.85% | 0.23 |
| ND | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 2 | 100.00% | 5 | 60.00% | -1.64 |
| ND | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 259 | 0.39% | 38 | 2.63% | -1.96 |
| ND | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 2806 | 1.00% | 1553 | 1.03% | -1.06 |
| ND | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 276 | 0.36% | 238 | 0.42% | -1.06 |
| ND | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 4 | 7:22 | 2 | 98:00 | -2.17 |
| ND | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 85 | 22:38 | 49 | 8:20 | -0.48 |
| ND | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 2 | 2:09 | 3 | 1:32 | -0.91 |
| NE | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 15 | 100.00% | 2 | 100.00% | . |
| NE | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 217 | 96.77% | 92 | 98.91% | -0.67 |
| NE | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 15 | 80.00% | 65 | 95.38% | -0.13 |
| NE | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 99 | 80.81% | 30 | 50.00% | -3.04 |
| NE | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 2 | 50.00% | 3 | 0.00% | -1.83 |
| NE | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 404 | 0.99% | 97 | 3.09% | -1.96 |
| NE | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 5413 | 1.02% | 2593 | 0.54% | 0.31 |
| NE | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 512 | 0.20% | 435 | 0.69% | -1.71 |

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| State | Metric | Metric Name | Product | QTR | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
| | | | | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| NE | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 12 | 48:24 | 9 | 19:31 | -0.7 |
| NE | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 164 | 5:47 | 42 | 5:23 | -0.99 |
| NE | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 2 | 2:51 | 8 | 2:22 | -0.43 |
| NM | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 40 | 97.50% | 6 | 100.00% | -1.68 |
| NM | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 338 | 97.04% | 156 | 98.08% | -0.88 |
| NM | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 28 | 96.43% | 13 | 92.31% | -1.35 |
| NM | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 1 | 100.00% | | | . |
| NM | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 113 | 88.50% | 57 | 85.96% | -1.29 |
| NM | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 3 | 100.00% | 1 | 100.00% | . |
| NM | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 227 | 0.44% | 20 | 0.00% | -1.85 |
| NM | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 5019 | 2.29% | 3843 | 1.72% | 0.15 |
| NM | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 613 | 0.65% | 674 | 0.30% | -0.43 |
| NM | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 3 | 23:32 | 1 | 11:11 | -1.26 |
| NM | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 346 | 2:55 | 198 | 3:54 | -2.96 |
| NM | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 12 | 3:33 | 5 | 3:44 | -1.08 |
| OR | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 32 | 100.00% | 8 | 100.00% | . |
| OR | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 465 | 98.28% | 215 | 95.81% | -1.71 |
| OR | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 37 | 97.30% | 30 | 96.67% | -1.09 |
| OR | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 212 | 86.79% | 87 | 79.31% | -1.81 |
| OR | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 12 | 91.67% | 7 | 100.00% | -1.2 |
| OR | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 577 | 0.52% | 14 | 0.00% | -1.9 |
| OR | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 8613 | 0.92% | 4756 | 0.93% | -1.03 |
| OR | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 984 | 0.61% | 953 | 0.42% | -0.65 |
| OR | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 8 | 9:10 | | | . |
| OR | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 236 | 3:30 | 131 | 3:33 | -1.1 |
| OR | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 17 | 2:21 | 13 | 2:12 | -0.81 |
| SD | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 22 | 100.00% | 5 | 100.00% | . |
| SD | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 100 | 97.00% | 105 | 99.05% | -0.67 |
| SD | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 14 | 78.57% | 15 | 80.00% | -1.22 |
| SD | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 3 | 66.67% | | | . |

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| State | Metric | Metric Name | Product | QTR | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
| | | | | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| SD | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 27 | 77.78% | 20 | 70.00% | -1.37 |
| SD | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | | | 3 | 33.33% | . |
| SD | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 176 | 1.14% | 32 | 0.00% | -1.35 |
| SD | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 2342 | 0.64% | 1189 | 0.76% | -1.24 |
| SD | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 236 | 0.00% | 189 | 0.00% | . |
| SD | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 7 | 51:45 | | | . |
| SD | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 46 | 7:07 | 28 | 3:28 | -0.17 |
| SD | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 1 | 1:39 | | | . |
| UT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 17 | 100.00% | 19 | 94.74% | -1.58 |
| UT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 453 | 97.35% | 176 | 97.16% | -1.05 |
| UT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 51 | 96.08% | 42 | 100.00% | -0.68 |
| UT | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 3 | 100.00% | | | . |
| UT | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 178 | 78.09% | 40 | 77.50% | -1.04 |
| UT | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 18 | 94.44% | 5 | 100.00% | -1.47 |
| UT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 249 | 0.40% | 15 | 0.00% | -1.96 |
| UT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 7548 | 1.07% | 3526 | 0.71% | 0.11 |
| UT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 854 | 0.47% | 637 | 0.31% | -0.72 |
| UT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 2 | 4:29 | | | . |
| UT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 244 | 4:07 | 74 | 4:07 | -1.03 |
| UT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 12 | 2:26 | 6 | 2:13 | -0.91 |
| WA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 31 | 96.77% | 12 | 91.67% | -1.43 |
| WA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 617 | 98.54% | 326 | 98.77% | -1.01 |
| WA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 57 | 94.74% | 91 | 100.00% | -0.03 |
| WA | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 1 | 100.00% | | | . |
| WA | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 159 | 84.28% | 100 | 95.00% | 0.26 |
| WA | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 4 | 75.00% | 10 | 70.00% | -1.11 |
| WA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 658 | 0.15% | 198 | 1.52% | -2.5 |
| WA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 13690 | 1.08% | 7335 | 1.17% | -1.37 |
| WA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 1434 | 0.49% | 1185 | 0.59% | -1.22 |
| WA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 3 | 4:04 | 9 | 12:29 | -2.05 |

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| State | Metric | Metric Name | Product | QTR | | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|--|
| | | | | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity | |
| WA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 444 | 3:54 | 258 | 4:30 | -1.86 | |
| WA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 22 | 2:24 | 22 | 3:57 | -2.17 | |
| WY | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 6 | 100.00% | 4 | 100.00% | . | |
| WY | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 78 | 88.46% | 74 | 98.65% | 0.39 | |
| WY | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 7 | 85.71% | 2 | 100.00% | -1.46 | |
| WY | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 2 | 50.00% | 2 | 50.00% | -1 | |
| WY | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 29 | 65.52% | 38 | 92.11% | 0.47 | |
| WY | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 4 | 100.00% | 1 | 0.00% | -2.36 | |
| WY | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 138 | 0.00% | 31 | 0.00% | . | |
| WY | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 2226 | 0.72% | 1620 | 0.56% | -0.62 | |
| WY | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 223 | 0.00% | 168 | 0.00% | . | |
| WY | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 1 | 1:30 | 1 | 0:42 | . | |
| WY | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 49 | 3:53 | 26 | 4:03 | -1.13 | |

The 'Parity' column indicates statistical significance of the differences in results (at the 95% confidence level). Negative Parity numbers indicate 'parity.' The more negative, the greater the confidence that random variation explains the difference.